

SUMMARY OF FINDINGS OF AGENCY-WIDE ATTITUDE SURVEY, FALL 1969

Group Surveyed

Some 550 Agency officers who had entered on duty 5 and 10 years ago in professional-level jobs.

General Conclusion

Attitude favorable:

- Over 70% expressed satisfaction with their jobs as a whole
- 20% were "about as satisfied as dissatisfied"
- 10% expressed clear dissatisfaction
- 70% indicated long-range career plan to remain with Agency

Matters on Which Attitudes were Generally Favorable

- Their work
- Personal work accomplishments
- Importance of Agency goals
- Agency rules and regulations
- Competence of supervisors
- Treatment received from supervisors
- Co-workers
- Impression their jobs make on others

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Matters on Which Attitudes Were Not Generally Favorable

- The way the Agency is run:
 - 67% indicated they were rarely asked to participate in planning of their careers
 - 48% believed management fails to explain adequately reasons for actions
- Opportunities for advancement:
 - 26% clearly dissatisfied
 - 33% did not feel promotion opportunities are fair
 - 36% indicated their promotion will be slower than they were led to believe
 - 40% felt they spend too much time doing clerical work
 - 25% felt their assignments were not challenging or important

Comparison Within the Group

- Attitudes of 1, 5 and 10 year employees basically similar, but older employees were more satisfied with work and less satisfied with opportunities for advancement
- Headquarters vs Overseas attitudes also basically similar, but latter were generally more satisfied on all matters except salary

Replies to Open-ended Question

- Tended to confirm above findings
- More than half of these replies dealt with and expressed dissatisfaction with:
 - Career development and personnel management
 - The way the Agency is run
 - Communication within the Agency

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